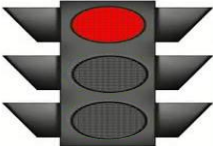
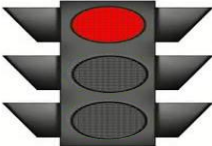


EMS Turnout Time Defect Rate Louisville Fire Department

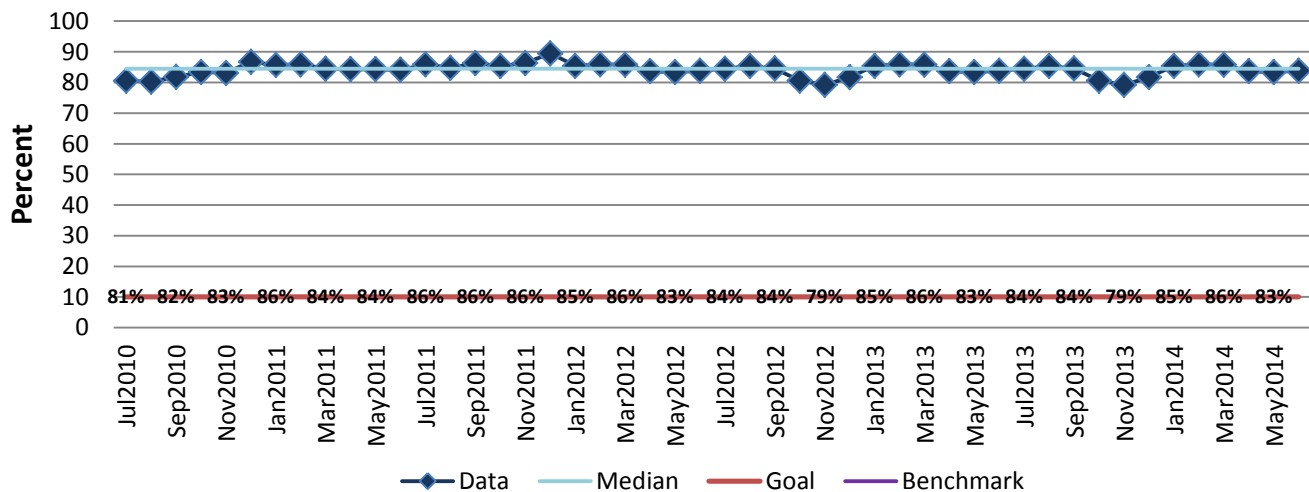


KPI Owner: Fire Department Chief of Staff

Process: Response Process

Baseline, Goal, & Benchmark		Source Summary	Continuous Improvement Summary		
Baseline: FY 14 avg. = 83.7%		Data Source: Firehouse Analytics Goal Source: NFPA 1710 Benchmark Source: NFPA 1710	Plan-Do-Check-Act Step 3: Determine and quantify root causes		
Goal: No more than 10% of incidents have a late turnout time (>60 sec) by first responding unit.			Measurement Method: Percentage of incidents in which the first responding unit took more than 60 seconds to turnout to an incident.		
Benchmark: 90% within 60 seconds			Why Measure: Assure members are efficiently reacting to calls for service Next Improvement Step: 1. Assure proper measuring 2. Educate Suppression members on proper response techniques		
How Are We Doing?					
Jul2013-Jun2014 12 Month Goal	Jul2013-Jun2014 12 Month Actual		Jun2014 Goal	Jun2014 Actual	
10%	84%		10%	84%	
Percent	Percent		Percent	Percent	

EMS Turnout Time Defect Rate



The seven basic quality tools, "5 Whys" technique, brainstorming and other methods will be applied to the measure graphed above. The purpose of using the tools/methods is to understand what makes performance less than desirable if performance is not best in class.